



New Orleans Department of Information Technology and Innovation (ITI)

City of New Orleans

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1) Citywide Institutional Fiber Network

Citywide Institutional Fiber Network

■ Status Quo

- Completed high-level network design and cost estimate / pro forma for City and Sewerage and Water Board sites.
- Completed Business / Governance Plan for citywide fiber network
- Negotiating CEA with LA Board of Regents/LONI to jumpstart construction and build fiber to 13 city sites
- Submitted capital budget request for fiber network build

■ Scope

- Connects 430 City and Sewerage and Water Board sites with high-speed internet to support internal operations:
 - Create cost efficiencies in IT operations
 - Ability to increase bandwidth for data and video applications
 - Enhanced network security

■ Improvement/Why It Matters

- Provide high-speed Internet access at city government owned and operated sites to help disadvantaged residents bridge the digital divide
- Support implementation of smart city applications
- Expand provision of online government services to residents
- Expand operational efficiencies to other departments through IT



2) Digital Inclusion – Community Device Repair Clinic

Community Device Repair Clinic

- Status Quo

- Lack of access threatens to marginalize those citizens even further and widens the digital divide
- New Orleanians in under-served areas or marginalized groups lack equal access to the internet or digital resources due to:
 - Lack of working devices
 - Lack of skills to make simple device repairs
 - Lack of availability to basic computer services

- Scope

- Partner with NORDC and STEMNOLA to offer free device repair to New Orleans residents:
 - Reconfigure tech devices and mobile software
 - Provide technical support to residents
 - Provide simple digital education and training

- **Improvement/Why It Matters**

- Helps New Orleanians who cannot afford to repair unusable computers, tablets and mobile devices, which prevents them from leveraging those tools to meet their needs
- Prevents widening the digital divide

3) Basic Digital Skills Training

Basic Digital Skills Training

- Status Quo

- Many New Orleanians lack the ability to use technology to perform basic personal and business tasks online due to:
 - Lack of home Internet access
 - Lack of computer ownership
 - Lack of skills in using technology fluently
- This exacerbates existing disadvantages and causes them to fall behind their peers

- Scope

- Offer basic digital skills training to City employees at City Hall
- Offer basic digital skills training to residents via partnerships with the New Orleans Public Library and local faith-based organizations
- Train and utilize volunteer instructors

- **Improvement/Why It Matters**

- Helps New Orleanians acquire basic digital skills to perform a range of critical computer and online tasks, thereby improving their educational and economic prospects while fostering community cohesion

4) Digital Equity Challenge

Digital Equity Challenge

- Status Quo

- Many New Orleanians who lack the ability to use technology to perform basic personal and business tasks online due to lack of skills in using technology fluently are reluctant to engage in traditional digital skills education
- Aimed to increase technology use by those who are historically underrepresented: low income, minorities, women, people living with a physical or mental disability, children, and the elderly

- Scope

- Sought creative solutions that harnessed New Orleans' diverse culture, communities, and shared experiences to introduce people to technology in a non-threatening manner.

- **Improvement/Why It Matters**

- Ultimately, 14 high-school aged residents learned to use digital media technology as part of a collaborative design process to create a traveling mural now showing in the City Hall lobby
- Participants learned key digital skills and made connections that can help them to improve their professional development, economic position, and social networks, thereby improving individual and city resilience